



*“Realising People Potential....
....Building Organisational Value”*

Hunter Strategic Solutions Corporate Overview



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1. Corporate Overview

- Building and Developing High Performance Teams across a Variety of Industries**
 17 years successfully developing, building and engaging senior management and high performance teams within the government, defence, health, financial services, management consultancy and technology industries
- Diagnosing the Organisational Heartbeat**
 Expertise within organisational change, cultural transformation, customer/supplier partnership, high performance management and leadership development
- Releasing Unrealised People and Organisational Potential, Unleashing Talent**
 Proven capability to introduce structured and innovative commercial initiatives delivering new insights into managing and sustaining high people performance
- Identifying, Engaging and Recruiting the Very Best**
 Front line experience of scoping, recruiting and successfully filling newly created roles at senior management and main board levels in the UK and Europe
- Providing Thought Leadership**
 Acting as a catalyst for new thinking, instilling penetrating analysis of working environments through the framework of the 'Pearl Performance®' personal impact, team and leadership development forums

1.1 Our Values

You will always find us:

COURTEOUS	Respecting People
TRUSTWORTHY	Delivering What We Promise
QUESTIONING	Challenging Traditional Thought
COLLABORATIVE	Working Together In Partnership
ACCOUNTABLE	Taking Responsibility

Our overarching purpose is to help lay the solid foundations for organisational value creation through people – their motivation, contribution, development and engagement.

Examples of our client portfolio are detailed overleaf:

2. Examples of Our Work

Challenge:

“We are a global IT services provider operating within the defence field. We are seeking to forge a partnership based relationship with our key customer. We seek a framework which will objectively analyse the way we work and raise our customer’s expectation of our true potential and capability”.

Solution:

Worked with the client organisation, facilitating leadership and customer engagement forums. Delivered a groundbreaking exercise involving combined supplier/customer workshops to facilitate improved ways of working, communications and improved customer execution. Subsequently, invited to continue the work over a three year period, establishing a partnership based relationship which yielded substantially improved customer service capability

Challenge:

“We are one of the U.K.’s most prestigious occupational pension advisors and consultancies. We seek to define and resource the newly created role of Chief Operating Officer to work closely with our Managing Partner to deliver enhanced productivity and consolidate our market positioning”.

Solution:

Capitalising upon our international network of contacts within the financial services industry, we drew up a well orchestrated recruitment campaign which identified and targeted a number of key industry figures for the role. In addition, provided a leadership mentoring engagement programme to facilitate successful integration into the organisation for the newly selected appointee.

Challenge:

“We are the UK arm of an American healthcare service provider. We wish to partner with an organisation which will provide insight and thought leadership into how effectively the executive board work as a team. Moreover, we need a structured thought process to help rationalise the commercial and economic challenges that we face over the coming months”.

Solution:

Designed and delivered a two day leadership forum which addressed the organisation from strategic, cultural and customer engagement perspectives. Through carefully designed team exercises analysed the key strategic issues and then drew up significant action points and initiatives to address these issues to support future organisational development and growth.

3. Our Clients

Ace Group Insurance

Adways (Reuters, Paris)

British Airways

Cap Gemini

Citibank NA

Commerz Financial Product (Frankfurt)

Credit Suisse, (Zurich)

CSC, Computer Sciences

EDF Energy

EDS

Human Factors Europe

Hymans Robertson LLP

Institute of Directors (IoD)

KPMG

Lockheed Martin

Mckesson U.K.

Microsoft Consulting

Optial Risk Management

Prudential Corporation plc

UBS

4. “Pearl Performance®” Personal Impact, Team and Leadership Development Forums

“The effectiveness of organisations could be at least doubled if managers could discover how to tap into the unrealised potential present in their workforces.”

Douglas McGregor, MIT Professor and Author

‘Pearl Performance®’ focuses upon the creative tension, the organisational ‘grit’ which creates the opportunity for something amazing and astounding – the realisation of the distinct, competitive difference that each organisation aspires to deliver.

Capitalising upon innovative and original content, the programmes are designed to unlock unrealised organisational potential and unleash talent, creating creative insights into the drivers which enhance team effectiveness, personal performance and customer engagement.

The ‘Pearl Performance®’ programmes facilitate and deliver organisational change when a refreshed perspective is required to enable people and resources to achieve greater strategic impact and finer execution of customer value.

These individually designed and tailored programmes of work act as triggers for constructive dialogue and enable powerful change outcomes, constructively leveraging upon people’s own experience, perceptions, insights, skills and motivations.

These organisational drivers for success are not found in a handbook, management report or balance sheet. However, within the contemporary digital and transparent communications age, they indisputably form the essence to added value relationships which enable exceptional high performance and incremental customer value.

Through a series of carefully structured and interactive executive leadership forums, we bring teams of people together and act as catalysts for constructive discussion and revised thinking on the forces that restrict the capacity to excel and fulfil true potential.

These expertly facilitated leadership forums unlock individual and collective potential. Operating in the style of ‘critical friend and challenger’, our forums ensure structured progress in the delivery of a highly interactive journey of discovery, new perspectives and action.

“We can’t solve problems by using the same kind of thinking we used when we created them”
Albert Einstein

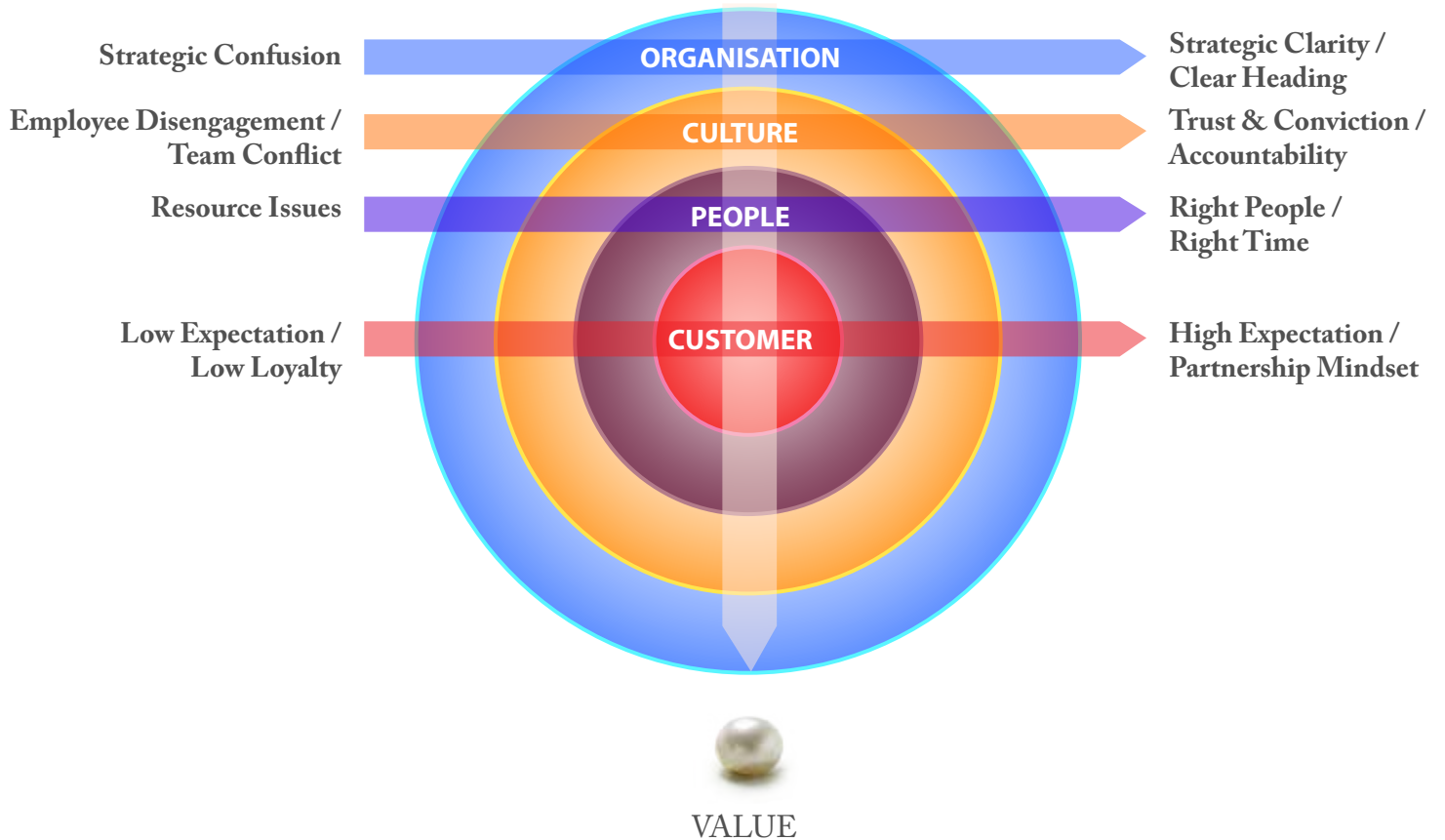
The overarching purpose of the ‘Pearl Performance®’ programmes is to execute buy-in and formulate pragmatic action plans that bring new visions into reality and raise performance and customer expectation.

“Pearl Performance®” Areas of Attention

Realising People Potential...Building Organisational Value

PAIN POINTS

REALISED POTENTIAL



Unique Source Content

“If you are distressed by anything external, the pain is not due to the thing itself, but to your estimate of it; and this you have the power to revoke at any moment.”

Marcus Aurelius, Roman Emperor

Crafting a multiple perspective analysis, our source content includes the very latest thinking from, amongst many other sources, academia, commerce, history, media and sports performance management.

The leadership forums provide the platform for the articulation of opinions, perceptions and perspectives which enable a penetrating and accurate analysis of the way people work together to generate organisational value.

Three strands of thought leadership provide the theme for the content and execution of our team and leadership forums:

1. Providing clarity on strategic direction
2. Defining and creating powerful cultures and winning environment
3. Forging and cementing partnership based customer relationships which yield mutual value and sustainable success

1. Providing Clarity on Strategic Direction

“While the tools of management can compel people to be obedient and diligent, they can’t make them creative and committed”

Gary Hamel, Management Author

Addressing and communicating the intellectual challenge that each organisation faces is an important segment of organisational definition and alignment. However, the emotional ‘feel’ to the execution of the proposed strategy to meet this challenge is, at least, of equal importance i.e. the identification of the values which will help shape people behaviour, inspire and generate good team ethos and professional outcomes.

1.1 Defining the Organisational Vision and Strategy

- The concept of organisation and its evolution
- Organisational problems: three levels of complexity
- Identifying the case for change
- Confirming the vision which will help direct sustained change
- Developing strategies for achieving this vision
- $P=f(A,M,O)$ – defining organisational performance as a factor of ability, motivation and opportunity
- Mapping current organisational reality and defining desired future reality.

1.2 Understanding Leadership

- Leadership – ‘taking people further than they would go on their own’
- Fair Process – engagement, explanation, expectation clarity
- Transforming an ‘unwilling passenger’ into an ‘inspired leader’
- The clear distinction between leading and managing
- The importance of role models to culture definition and performance
- Leadership styles – the importance of authenticity
- Creating ‘winning environments’ – e.g. how Admiral Horatio Nelson had won the Battle of Trafalgar even before a single shot had been fired

1.3 Empowering Broad Based Action

- Identifying and dismantling obstacles
- Reviewing the effectiveness of systems and structures
- Encouraging non traditional ideas and thinking
- Setting goals that energise and galvanise expectations
- Confirming the connections between revised behaviours and organisational success

2. Defining and Creating Powerful Cultures and Winning Environments

“There’s no substitute for being around people you trust. That allows for healthy conflict and healthy decision making.”

Craig White, Welsh Rugby Union Fitness Coach

Translating information into knowledge creates the capacity to act and deliver competitive service, product and capability. Those organisations that can harness their knowledge sharing, intellectual horsepower and team potential more efficiently than their competitors will eventually win out.

Trust is the catalyst to the value creation process:

2.1 Relationship Management, The Trust Equation

- Defining and measuring trust, the 5 essential building blocks
- The positive impact of ‘Courageous Conversations’
- The negative influence of ‘Dangerous Niceness’
- Balancing creativity and control, risk and discipline
- The relationship challenge: maintaining self belief, clear thinking and resilience whilst under pressure

2.2 Shaping and Influencing Perception

- The components of perception: recognition, interpretation and expectation
- Setting personal expectations that forge powerful relationships
- The ‘set up to fail’ syndrome – how bogus perception can negatively influence attitude, behaviour and performance

2.3 Team Definition and Build

- Team definition – ‘a number of people with complementary skills who are committed to a common purpose, set of performance goals and approach for which they hold themselves mutually accountable’
- Identifying content to support the team definition and execution in an organisational context
- The 5 dysfunctions of teams

3. Forging and Cementing Partnership based Customer Relationships which Yield Mutual Value and Sustainable Success

“Talent only matures when harnessed within a personality that is capable of self improvement”

Ed Smith, Sports Author and Journalist

3.1 RoadMAP - Action Plan

The RoadMAP Action Plan underpins the content of the programme and sets a blueprint for action points covering six attributes of organisational high performance:

- **Aspiration:** Generating clarity on vision, strategy and desired business outcomes.
- **Beliefs:** Living the values that will engender trust and lead to higher self motivation, pride and engagement
- **Tensions:** A clear identification of what holds back the releasing of organisational and people potential with agreed plans to diffuse tensions and dismantle obstacles
- **Structure:** Using structure to instil accountability, aligning roles and goals
- **Innovation:** Identifying the critical ‘new delivery points’ which will determine improved performance
- **Events:** Defining the events that signify tangible performance improvement

1.2 Establishing a Sense of Urgency

Discussion on understanding the rationale behind the above attributes identifying the potential crisis points and major organisational opportunities to which these inputs relate.

- 3 things to keep doing
- 3 things to start doing
- 3 things to change (stop doing)

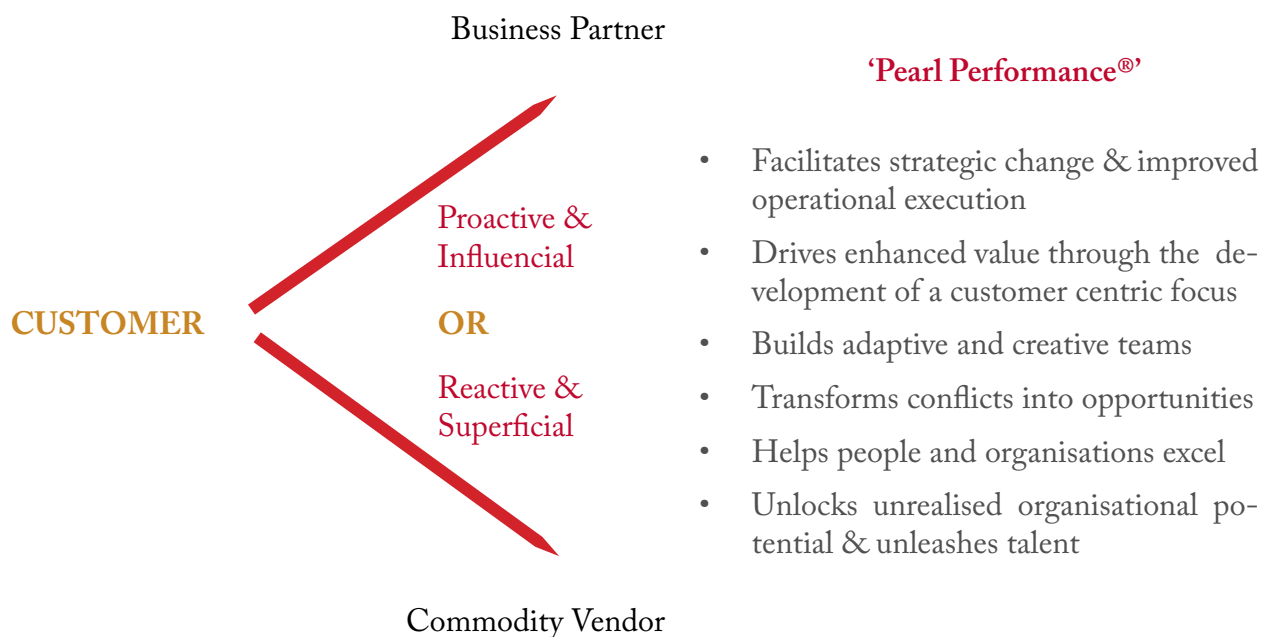
1.3 Constructing the Difference

Organisation, People and Customer - refining and repowering the connections between the three essential building blocks of organisational success and performance.

Powerful Outcomes

“While the intellect can change at the speed of thought and emotions can change at the speed of impulse, values are relatively constant and tend to change at the speed of trust.”

Peter Drucker, Management Author



5. Customer Testimonials

“You have helped to reposition our organisation successfully with our key customer. We would not have gone this far without you.”

Account Director, Global IT Services Provider, £multi-million MoD programme

“The insight gave us a totally new perspective – I can’t believe how much we were missing. The leadership team has been fully refocused for the better.”

Partner, Digital Media Consultancy

“Thank you for helping us to refocus on what we do best. We now have a greater understanding of our management style and have gained new and penetrating insights into our organisational strengths and vulnerabilities.”

MD, I.T. Services Consultancy

“The feedback to our ‘Top 50’ Managers away day was excellent. Your input and structure provided a fascinating and thought provoking insight into the way organisations work.”

Director, European Energy Provider

“Hunter provided a strong sense of validation to my business aspirations and personal career goals. I would recommend them to any manager seeking to achieve breakthrough results in their business.”

Managing Director Europe, Global Management Consultancy

For an informative discussion on the significant benefits the ‘Pearl Performance®’ Personal Impact, Team and Leadership Development Forums may bring to your own organisation and its competitive positioning, please call Haydn Parry on +44 (0)20 8334 8804 or email Haydn on hrp@hunterstrategic.com

6. Management Team

Haydn Parry



Haydn has specialised within organisational change, leadership development and executive recruitment for over 20 years applying input into structured corporate growth from strategic, cultural and customer engagement perspectives. Principal themes to Haydn's work cover:

- Helping create the organisational climate in which people can thrive and contribute to exceptional outcomes
- Designing, facilitating and delivering partnership programmes which help forge strong supplier – customer relationships
- Transforming conflict into opportunity
- Creating individually tailored executive coaching programmes which capitalise upon his academic research and commercial experience
- Recruiting senior executives who match demanding commercial, change management and leadership development profiles

He has been involved with many blue chip organisations (Microsoft, Credit Suisse, Lockheed Martin, EDS, Cap Gemini, EDF Energy, MoD) and also entrepreneurial smaller companies (Optial Risk Management, SmashedAtom) assisting their structured growth and development.

In 2003, he took time out to research extensively the latest thinking in the field of corporate growth and development through research at Kingston Business School. He speaks French and Spanish, has studied at the Sorbonne in Paris and holds a BA Honours in Modern Languages from Queen Mary College, University of London.

Jackie Elliott



Jackie Elliott is an accomplished Operations and Business Transformation leader helping people and organisations achieve business value with large complex organisational change programmes, organisational strategy and personal career development. She has over 20 years experience in the IT sector and 15 years of mentoring experience at all levels. Examples of Jackie's performance driven approach include:

- Establishing, and managing a Central European Operations function focused on delivering clear strategic focus through a team culture of accountability.
- Designing, implementing and delivering re-skilling and certification programmes to transform legacy skilled individuals into market lead, business orientated performers.
- Managing the recruitment and resourcing of over 4000 people helping develop forward thinking, dynamic organisational change.
- Providing HR guidance and transformation planning for ~40,000 employees across 24 countries.
- Creating understanding and insight into career aspirations through carefully structured personal career development programmes delivering tangible outputs.

Jackie is a member of the EMCC (European Mentoring and Coaching Council) who exist to promote good practice and the expectation of good practice in mentoring and coaching across Europe.

Chris Harris



Chris possesses over 20 years experience of strategy development, line management, project management, and consultancy in Information Systems. His previous roles include: the Managing Director of Securities Transaction Services at Reuters, the Technology Programme Director for a US Internet Banking service provider; at the London Clearing House as Project Architect; and at Credit Suisse to improve the efficiency of their foreign branches where he successfully set up a project office function from inception.

Prior to this he was a senior line manager at Citibank, where he worked with business managers to revolutionise the processing of Funds Transfer, Securities Management and Trade Finance across Europe. He joined Citibank from the London Stock Exchange where he worked with senior business managers to develop a business oriented IT strategy for the future of the Exchange. Prior to this he worked for IBM and other companies for clients in insurance, manufacturing, travel, distribution, pharmaceuticals and IT.

His portfolio of work experience includes

- Advising on turnaround scenarios successfully rescuing off-track programmes of work
- Mentoring and developing senior IT specialists and project managers
- Lecturing on IT Strategy and has been a visiting lecturer on Systems and Network Management at the IBM Systems Research Institute in Brussels.
- Co-holder of a number of IBM patents in the design of complex systems and the management of large computer networks.
- Holder of many awards for professional excellence and exceptional achievement.

Chris has an Honours Degree in Engineering from the University of Bath.

